

# Massachusetts Department of Public Health

## Office of Patient Protection

### Number of Requests Received by Type and Health Plan January – June 2004

	Tufts	Harvard	Blue Cross &	United	Fallon	Health NE	Cigna
<b>Appeal Type</b>		<b>Pilgrim</b>	<b>Blue Shield</b>				
Behavioral Health	6	24	11	11	4	1	2
Cosmetic / Reconstructive	5		2	1		2	
Dental	2	1		1	1		
Diagnostic Services	1	1			1	1	1
Durable Medical Equipment	1	1	1				
Emergency Care							
Excluded Services	1	2					
Experimental		1	6			1	
Infertility Care	11	3	8			1	
Inpatient	1		4		2		
Outpatient	6	3	1		1	3	1
Pharmacy							3
Rehab Services	7	3					1
Visual Services							
<b>Totals</b>	<b>41</b>	<b>39</b>	<b>33</b>	<b>13</b>	<b>9</b>	<b>9</b>	<b>8</b>

Continue....



	<b>Neigh-</b>	<b>Aetna</b>	<b>New England</b>	<b>John</b>	<b>Other</b>
<b>Appeal Type</b>	<b>borhood</b>		<b>Life</b>	<b>Alden</b>	
Behavioral Health				1	
Cosmetic / Reconstructive					
Dental	1				
Diagnostic Services					
Durable Medical Equipment	1				1
Emergency Care					
Excluded Services					
Experimental					
Infertility Care	1				
Inpatient		2			
Outpatient			1	1	
Pharmacy					
Rehab Services			1		
Visual Services					
<b>Totals</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>

## Number of Eligible External Review Requests: January - June 2004

